

Will Carr: Okay. As you know, there's been a revolving door of directors or acting directors here recently. What can you say to the veterans who don't feel like there's been stable leadership here, and that's led to continued problems.

Rima Nelson: Yeah, so today we have 3,300 employees and that is an increase of over 850 in the past two years. So there's been a lot of employees coming into the system and leaving the system for one reason or another. I am aware I am the seventh director and that has been a frustration, but I'm here to stay. Next week will be my fourth month here—I don't have any plans to go anywhere. You know, there's a great group of employees here at Phoenix that are dedicated to serving the veterans in the Phoenix area. We have a lot of work to do, but we are headed in the right direction and we continue to enroll thousands of veterans into the Phoenix VA healthcare system and we have a tremendous amount of support from our veteran service officers, our representatives. And so, you know, this is a great place to work and we continue to hire more staff. But as far as leadership, I'm here to stay and I really look forward to working with the employees here in Phoenix.